

*In the Matter of applications of AT&T Inc. and Deutsche Telekom AG for consent to assign or Transfer Control of licenses and Authorizations*

Docket 11-64

DA 11-799

I have been a T-Mobile customer for about six years now, and I switched to T-Mobile after having to deal with the dreadful customer service and numerous billing mistakes of AT&T.

After being with T-Mobile for so long, there have been about two or three billing mistakes, but a simple phone call that lasted no more than 5 minutes fixed them, and in one instance, I was even sent a twenty-five dollar prepaid Visa gift card as an apology.

When the mistakes occurred with AT&T, it took upwards of half an hour and essentially arguing with the representatives to fix it.

Needless to say, my first gripe with AT&T is the horrible customer service that would be forced onto thirty-four million more customers. We would have no choice but to go to AT&T (Unless we wanted to pay a fee to terminate our contracts).

This year, AT&T was dead last in a survey of customer service quality by JD Power and associates. In December, they were also ranked last by Consumer Reports.

AT&T has attempted to address this by saying that they will use T-Mobile to improve their customer service problems, but why would they ever do that? They have had the chance to do that; they've had since the Cingular acquisition to improve their customer service to do it, but they haven't. In fact, they've been dropping since then. If the acquisition goes through, the carrier that has HAD the best customer service will no longer exist at all, so they won't have to compete with the customer service. Furthermore, with more customers, they'll have to deal with more problems, which, unless they hire even MORE employees on top of the T-Mobile and AT&T ones, will mean longer wait times for everyone. I don't see anything positive about the customer service part of this acquisition.

In terms of competition, there will be NONE if T-Mobile is purchased by AT&T. T-Mobile is the only other major carrier in the United States who uses GSM technology for their cell phones. Competition will be virtually non-existent for AT&T. This will allow them to jack up their prices as high as they want simply because they have nobody to compete with.

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I'm sure there are other people, much more eloquent than myself, whose complaints and comments you will hear, but I hope you at least hear me out and see just how upset I am about this. If the acquisition goes through, I'm going to lose my exceptional customer service as well as all competition there really was, and that's completely unfair to consumers.

Thank you.

- Bojan Gutic